

A CONFIGURABLE ENTITLEMENT MANAGEMENT
SYSTEMS AND METHODS THEREFOR

ABSTRACT

Modern enterprises, particularly technology companies, often provide benefits
5 that are sold or given to their customers or partners. For example, an enterprise's
customers, or selected subsets of customers, may be entitled to receive product
upgrades, product updates or product support. The types and levels of service to
which a particular customer is entitled may vary across services and customers. A
mechanism is provided to determine, in response to a request for a service, often, but
10 not necessarily, to be delivered electronically, if the requesting recipient is entitled to
the service. In determining if the recipient is entitled to the service, an administrator-
configurable set of profile attributes values associated with a package of services
containing the requested service is compared with corresponding values for said
recipient.

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